

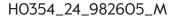
# 2024 Summary of Benefits

January I, 2024 - December 3I, 2024

# Cigna Achieve Medicare (HMO C-SNP) H0354-027

Easy diabetes management; no referrals required

Service Area: Maricopa, Pima, and Pinal counties, AZ



24\_SB\_H0354\_027

# Introduction

This Summary of Benefits gives you a summary of what **Cigna Achieve Medicare** (HMO C-SNP) covers and what you pay. It doesn't list every service that we cover or every limitation or exclusion. To get a complete list of services we cover, refer to the plan's *Evidence of Coverage* (EOC) online at **CignaMedicare.com**, or call us to request a copy.

### **To Join**

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, be diagnosed with diabetes, and live in our service area.

### **Comparing coverage**

If you want to compare our plan with other Medicare health plans, ask the other plans for their Summary of Benefits. Or use the Medicare Plan Finder on www.medicare.gov.

### More about Original Medicare

If you want to know more about the coverage and costs of Original Medicare, look in your current *Medicare & You* handbook.

View the handbook online at: **www.medicare.gov** 

Get a copy of the handbook by calling: I-800-MEDICARE (I-800-633-4227), 24 hours a day, 7 days a week. TTY users should call I-877-486-2048.

## **Need help?**

#### Already a customer

Call toll-free **I-800-627-7534 (TTY 7II)**. Customer Service is available 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.

#### Not a customer

Call toll-free **I-800-313-0973 (TTY 711)**. Licensed agents are available 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.

You can also visit our website at: CignaMedicare.com.

# 1 | About This Plan

# Which doctors, hospitals, and pharmacies can I use?

**Cigna Achieve Medicare (HMO C-SNP)** has a network of doctors, hospitals, and other providers. If you use providers that are not in our network, the plan may not pay for these services.

You must generally use network pharmacies to fill your prescriptions for covered Part D drugs.

> You can see our plan's Provider and Pharmacy Directory at our website **CignaMedicare.com**.

## What do we cover?

Like all Medicare health plans, we cover everything Original Medicare covers—and more.

- > Our customers get all the benefits covered by Original Medicare.
- > Our customers also get more than what is covered by Original Medicare. Some of the extra benefits are outlined in this *Summary* of *Benefits*.

We cover Part D drugs. In addition, we cover Part B drugs such as chemotherapy and some drugs administered by your provider.

- You can see the plan's complete Comprehensive Prescription Drug List, which lists the Part D prescription drugs along with any restrictions on our website, CignaMedicare.com.
- > Or call us, and we will send you a copy of the plan's Comprehensive Prescription Drug List.

# 2 | Monthly Premium, Deductible, and Limits

Benefit	Cigna Achieve Medicare (HMO C-SNP)		
Monthly Plan Premium	\$0 per month.		
	In addition, you must keep paying your Medicare Part B premium.		
Medical Deductible	This plan does not have a deductible.		
Maximum Out-of-Pocket Amount (does not include prescription drugs)	Your yearly out-of-pocket limit(s) in this plan: <b>\$3,100</b> applies to in-network Medicare-covered benefits This limit is the most you pay for copays, coinsurance, and other costs for Medicare-covered services for the year. If you reach the limit on out-of-pocket costs, you will keep getting in-network Medicare-covered hospital and medical services, and we will pay the full cost for the rest of the year.		
	Please note that you will still need to pay your monthly premiums, if any, and cost-sharing for your Part D prescription drugs.		

# 3 | Covered Medical and Hospital Benefits

Benefit	What You Pay			
Note: Services with a <sup>1</sup> may require prior authorization. Services with a <sup>2</sup> may require a referral from your doctor.				
Inpatient Hospital Coverage <sup>1</sup>				
<ul><li>Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital.</li><li>\$225 copay per day for days I-7</li><li>\$0 copay per day for days 8-90</li></ul>				
For each Medicare-covered hospital stay, you are required to pay the applicable cost sharing, starting with Day I, each time you are admitted.				
Outpatient Hospital Services				
Outpatient Hospital <sup>1</sup>	<b>\$0-\$175</b> copay			
Outpatient Observation <sup>1</sup> \$150 copay per stay				
Ambulatory Surgical Center (ASC) Services				
ASC Services <sup>1</sup>	<b>\$0-\$100</b> copay			
Doctor Visits				
Primary Care Provider (PCP)\$0 copay for primary care doctor in-person or telehealth visits				
Specialists <sup>1</sup> \$15 copay				

#### What You Pay

#### Benefit

#### **Preventive Care**

Our plan covers many Medicare-covered preventive services, including:

- > Abdominal aortic aneurysm screening
- > Alcohol misuse screenings and counseling
- > Bone mass measurement
- > Breast cancer screening (mammogram)
- Cardiovascular disease (behavioral therapy)
- > Cardiovascular screenings
- > Cervical and vaginal cancer screening
- Colorectal cancer screening (colonoscopy, fecal occult blood test, multi-target stool DNA tests, screening barium enemas, flexible sigmoidoscopy)
- > Depression screenings
- > Diabetes screenings
- > Diabetes self-management training
- > Glaucoma tests
- > Hepatitis B Virus (HBV) infection screening
- > Hepatitis C screening
- > HIV screening
- Lung cancer screening with low-dose computed tomography (LDCT)
- > Medical nutrition therapy services
- > Obesity screening and counseling
- > Prostate cancer screenings (PSA)
- Sexually transmitted infections screening and counseling
- Smoking and tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)
- > Vaccines, including COVID-19, flu shots, hepatitis B shots, and pneumococcal shots
- > Welcome to Medicare preventive visit (one time)
- > Yearly Wellness visit

#### **\$0** copay

Any additional preventive services approved by Medicare during the contract year will be covered. Please see your *EOC* for frequency of covered services.

Benefit	What You Pay		
Emergency Care			
Emergency Care Services	<b>\$135</b> copay If you are admitted to the hospital within 24 hours for the same condition, you do not have to pay your share of the cost for emergency care.		
Worldwide Emergency/Urgent Coverage/Emergency Transportation	<b>\$135</b> copay Maximum worldwide coverage amount <b>\$50,000</b>		
Urgently Needed Services			
Urgent Care Services	<b>\$20</b> copay If you are admitted to the hospital within 24 hours for the same condition, you do not have to pay your share of the cost for urgent care.		
<b>Diagnostic Services, Labs, and Imaging</b> Costs for these services may vary based on pla	ace of service or type of service		
Diagnostic Procedures and Tests <sup>1</sup>	\$0 copay		
Lab Services <sup>1</sup>	\$0 copay		
Genetic Testing <sup>1</sup>	20% coinsurance		
Diagnostic Radiological Services (MRIs, CT scans, etc.) <sup>1</sup>	<b>\$0-\$150</b> copay		
Therapeutic Radiological Services <sup>1</sup>	20% coinsurance		
X-ray Services	\$IO copay		
Hearing Services			
Hearing Exams (Medicare-covered)	<b>\$15</b> copay		
Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider. A separate physician cost-share will apply if additional services requiring cost-sharing are rendered.			
Routine Hearing Exams	<b>\$0</b> copay for one routine hearing exam every year		

Benefit	What You Pay		
Hearing Aid Fitting/Evaluation	<b>\$0</b> copay for one fitting/evaluation for hearing aid every three years		
Hearing Aids	Hearing aid allowance of <b>\$2,000</b> for both ears combined every 3 years		
Dental Services (Medicare-covered) <sup>1</sup>			
Limited dental services (this does not include services in connection with care, treatment, filling, removal, or replacement of teeth)	<b>\$15</b> copay		
Preventive Dental Services (Routine)			
Oral exams (4 every year)	<b>\$0</b> copay		
Cleanings (2 every year)	<b>\$0</b> copay		
Fluoride treatments	<b>\$0</b> copay		
Dental x-rays	<b>\$0</b> copay		
Maximum Coverage Amount	<b>\$20,000</b> combined allowance for routine preventive and comprehensive dental services every year		
Comprehensive Dental Services			
Non-routine Services	<b>\$0-\$260</b> copay		
Diagnostic Services	<b>\$0</b> copay		
Restorative Services	<b>\$0-\$620</b> copay		
Endodontics	<b>\$0-\$675</b> copay		
Periodontics	<b>\$0-\$575</b> copay		
Extractions	<b>\$0-\$195</b> copay		
Prosthodontics/oral surgery	<b>\$0-\$950</b> copay		
Maximum Coverage Amount	<b>\$20,000</b> combined allowance for routine preventive and comprehensive dental services		

every year

Benefit	What You Pay		
Vision Services			
Eye Exams (Medicare-covered)	<b>\$0</b> copay for Medicare-covered diabetic		
A separate physician cost-share may apply if additional services requiring cost-sharing are rendered (e.g., but not limited to, if a medical eye condition is discovered during a preventive routine eye exam). A facility cost- share may apply for procedures performed at an outpatient surgical center.	retinopathy screening \$15 copay for all other Medicare-covered vision services		
Routine Eye Exam	<b>\$0</b> copay for one routine exam every year		
One routine eye exam (including eye refraction) per year. Eye refractions outside of the annual routine eye exam are not covered. Vision services must be obtained from a provider within Cigna Healthcare's <sup>sm</sup> vision vendor network to be covered.			
Glaucoma Screening (Medicare-covered)	<b>\$0</b> copay		
Eyewear (Medicare-covered)	<b>\$0</b> copay		
<ul> <li>Routine Eyewear</li> <li>Eyeglasses (lenses and frames)</li> <li>Eyeglass lenses</li> <li>Eyeglass frames</li> <li>Contact lenses (including contact lens fitting)</li> <li>Upgrades</li> </ul>	\$0 copay up to plan maximum coverage amount of \$250 every year The plan-specified allowance may be applied to one set of the member's choice of eyewear once per year, to include the eyeglass frame/ lenses/lens options combination or contact lenses (to include related professional fees) in lieu of eyeglasses.		
Mental Health Services			
Inpatient	\$225 copay per day for days I-7		
Except in an emergency, your doctor must tell the plan that you are going to be admitted to the hospital.	<b>\$0</b> copay per day for days 8-90		
For each Medicare-covered hospital stay, you are required to pay the applicable cost sharing, starting with Day I, each time you are admitted.			
Outpatient Individual or Group Therapy Visit <sup>ı</sup>	<b>\$0</b> copay		
Skilled Nursing Facility (SNF) <sup>1</sup>			
Our plan covers up to 100 days per benefit period.	<ul><li>\$20 copay per day for days I-20</li><li>\$203 copay per day for days 2I-100</li></ul>		

Benefit	What You Pay			
Rehabilitation Services				
Cardiac (Heart) Rehab Services <sup>1</sup>	\$10 copay			
Intensive Cardiac (Heart) Rehab Services <sup>1</sup>	\$IO copay			
Pulmonary Rehab Services <sup>1</sup>	\$IO copay			
Occupational Therapy Services	<b>\$15</b> copay			
Physical Therapy and Speech/Language Therapy Services	<b>\$15</b> copay			
Physical Therapy and Speech/Language Therapy Telehealth Services	<b>\$0</b> copay			
Ambulance				
Ground Service (one-way trip)	<b>\$200</b> copay			
Air Service (one-way trip)	20% coinsurance			
Transportation (Routine) <sup>1</sup>				
Routine, non-emergency transportation for up to 70-mile one-way trips to and from approved health-related locations. Prior authorization is required for trips exceeding 70 miles. Customers are required to coordinate with Cigna Healthcare's vendor for routine transportation to plan-approved locations at least 48 hours in advance. Mileage restrictions may apply. See EOC for full details and restrictions related to this benefit.	<b>\$0</b> copay for 50 one-way trips every year			
Medicare Part B Drugs				
Medicare Part B Insulin Drugs	<b>0%-20%</b> coinsurance; up to a <b>\$35</b> copay			
Medicare Part B Chemotherapy/Radiation Drugs <sup>I</sup>	<b>0%–20%</b> coinsurance			
Other Medicare Part B Drugs'	0%–20% coinsurance			
Medicare-covered Part B Drugs may be subject to step therapy requirements.	This plan has Part D prescription drug coverage. See Section 4 in the <i>Summary of Benefits</i> .			
Acupuncture Services				
Acupuncture Services (Medicare-covered) <sup>1</sup> Services for chronic lower back pain.	<b>\$15</b> copay			
Acupuncture Services (Routine)	Not covered			

Benefit	What You Pay		
Chiropractic Care			
Chiropractic Services (Medicare-covered) <sup>1</sup>	<b>\$20</b> сорау		
Routine Chiropractic Services <sup>1</sup>	\$20 copay per visit for up to 12 visits every year		
Fitness and Wellness Programs			
The Silver&Fit® Healthy Aging and Exercise program offers the flexibility of a fitness center membership, digital fitness tools, and one home fitness kit from a variety of kit options, including a wearable fitness tracker. You can also take advantage of digital workout plans available on the program's website, get one-on-one Healthy Aging Coaching by phone, video, or chat, and enjoy many other digital resources through the Well-Being Club.	\$O copay		
Foot Care (Podiatry Services)			
Podiatry Services (Medicare-covered)	<b>\$15</b> copay		
Routine Podiatry Services	<b>\$0</b> copay per visit for up to I2 visits every year		
Health Information Line			
Talk one-on-one with a Nurse Advocate* to get timely answers to your health-related questions at no additional cost, anytime day or night. The Health Information Line is not a substitute for calling 9II. If you are experiencing a health care emergency, please call 9II or go to your nearest emergency room. *Nurse Advocates hold current nursing licensure in a minimum of one state but are not practicing nursing or providing any medical advice.	<b>\$0</b> copay		
Home-Delivered Meals			
	<b>\$0</b> copay for home-delivered meals Limited to I4 meals per discharge from a qualified hospital stay or skilled nursing facility (up to 3 stays per year). ESRD care management is limited to 56 meals once per year.		

Benefit	What You Pay		
Home Health Care <sup>1</sup>			
Home Health	<b>\$0</b> copay		
Hospice			
Hospice care must be provided by a Medicare-certified hospice program. Our plan covers hospice consultation services (one time only) before you select hospice. Hospice is covered outside of our plan. You may have to pay part of the cost for drugs and respite care. Please contact the plan for more details.	<b>\$0</b> copay		
Medical Equipment and Supplies			
Durable Medical Equipment (wheelchairs, oxygen, etc.) <sup>1</sup>	20% coinsurance		
Prosthetic Devices (braces, artificial limbs, etc.) <sup>1</sup>	20% coinsurance		
Medical Supplies <sup>1</sup>	20% coinsurance		
<ul> <li>Diabetic Services and Supplies</li> <li>Brand limitations apply to certain supplies.</li> <li>Blood sugar monitor/continuous glucose monitor (CGM) preferred brands include:</li> <li>Abbott Diabetes Care: FreeStyle Lite, FreeStyle Freedom Lite, FreeStyle Precision Neo, FreeStyle Libre 2 (CGM), and FreeStyle Libre 14-Day (CGM)</li> <li>Life Scan Diabetes Care: OneTouch Ultra 2, OneTouch Verio Flex, and OneTouch Verio Reflect</li> <li>Dexcom: Dexcom G6 (CGM), Dexcom G7 (CGM)</li> </ul>	<ul> <li>\$0 copay for diabetes self-management training</li> <li>\$0 copay for therapeutic shoes or inserts<sup>1</sup></li> <li>\$0 copay for diabetic monitoring supplies<sup>1</sup></li> </ul>		
Opioid Treatment Services <sup>1</sup>			
FDA-approved treatment medications in addition to testing, counseling, and therapy.	<b>\$15</b> copay		
Outpatient Substance Abuse <sup>1</sup>			
Individual or Group Therapy Visit	<b>\$15</b> copay		

Benefit	What You Pay	
Over-the-Counter (OTC) Allowance		
Allowance for covered OTC drugs and other health-related pharmacy products	<b>\$65</b> every 3 months	
Telehealth Services (Medicare-covered)		
For non-emergency urgent care, talk with a telehealth doctor via smart phone, computer, or tablet for care, including allergies, cough, headache, sore throat, and other minor illnesses. Benefit also includes telehealth mental health therapy and dermatology services.	<ul> <li>\$0 copay for non-emergency urgent care virtual visits</li> <li>\$0 copay for mental health therapy virtual visits<sup>1</sup></li> <li>\$15 copay for dermatology care virtual visits<sup>1</sup></li> </ul>	
Extra Benefits Included in Your Plan	1	
Annual Physical Exam	<b>\$0</b> copay	
Caregiver Support The caregiver support benefit includes: consultative services to help with caregiving, social health needs such as nutrition, finding resources for your loved ones, and stress management. It includes one-on- one coaching for caregivers who need personal support and guidance, and an online application to stay in touch with your caregiver coach, share information with others in the caregiver team, and access support and resources. Recommended caregiver services or programs may have additional costs.	<b>\$0</b> copay for caregiver support services, including one-on-one coaching and personalized resources for members and caregivers	
<b>Cigna Healthy Today Card</b> Use your pre-loaded Cigna Healthy Today card for easy access to incentives, rewards, and select benefits* that may be part of	Based on your plan's allowance and frequency amounts, funds will be loaded on your Cigna Healthy Today card automatically. Allowance amounts do not carry over to the next	

quarter or the following year.

your plan.

. may apply.

\*Benefits, coverage, and amounts vary by plan. Limitations, exclusions, and restrictions

	D			
Extra	Benefits	Included	l in Your	Plan ,

<b>Cigna Medicare Advantage Incentives</b> With the Cigna Medicare Advantage incentives program, you can earn money for completing certain healthy activities. After completing your yearly health check- up, you can qualify for additional incentives as determined by your plan and provider. Reward dollars are intended to be used on health and wellness products only.	You can earn up to <b>\$100</b> , which is loaded on your Cigna Healthy Today card, for completing certain healthy activities.		
In-Home Support Services	\$0 copay		
The in-home support program provides a variety of helpful services and companionship. Services can include help coordinating transportation and meal/ grocery delivery. Companionship includes virtual visits focused on social check-ins, games, even art classes and virtual museum tours. Support services can be provided virtually through a telephone, smart phone or computer.	Up to <b>30 hours</b> per year		

# 4 | Prescription Drug Benefits

# **Medicare Part D Drugs**

## Pharmacy (Part D) Deductible

This plan does not have a deductible.

### **Initial Coverage**

The following charts show the cost-sharing amounts for Part D drugs covered under this plan. After you pay any yearly Part D deductible, you pay the following until your total yearly drug costs reach **\$5,030.** Total yearly drug costs are the total drug costs paid by both you and a Part D plan.

Your costs may be different if you qualify for Extra Help. Your copay or coinsurance is based on the drug tier for your medication, which you can find in the plan Comprehensive Prescription Drug List on our website **CignaMedicare.com**. Or call us, and we will send you a copy of the Comprehensive Prescription Drug List.

		Mail Order	Mail Order Cost-Sharing		Retail Cost-Sharing	
Tier	Supply	Preferred	Standard	Preferred	Standard	
Tier I	30-day	\$O	\$IO	\$O	\$10	
Preferred Concerning Davage	60-day	\$O	\$20	\$O	\$20	
Generic Drugs	90-day	\$O	\$30	\$O	\$30	
Tier 2	30-day	\$5	\$20	\$5	\$20	
Generic Drugs	60-day	\$IO	\$40	\$10	\$40	
	90-day	\$O	\$60	\$10	\$60	
Tier 3	30-day	\$47	\$47	\$47	\$47	
Preferred Brand Drugs	60-day	\$94	\$94	\$94	\$94	
	90-day	\$141	\$141	\$141	\$141	
Tier 4	30-day	\$100	\$100	\$100	\$100	
Non-Preferred Drugs	60-day	\$200	\$200	\$200	\$200	
	90-day	\$300	\$300	\$300	\$300	
Tier 5	30-day	33%	33%	33%	33%	
Specialty Drugs	60-day	Not available	Not available	Not available	Not available	
	90-day	Not available	Not available	Not available	Not available	
Tier 6	30-day	\$9	\$11	\$9	\$11	
Select Diabetic Drugs	60-day	\$18	\$22	\$18	\$22	
	90-day	\$18	\$33	\$18	\$33	

Cost-sharing may vary depending on the customer's Part D coverage phase. Costs may differ based on pharmacy type or status, for example, preferred/non-preferred, mail order, long-term care (LTC), home infusion, and 30- or 90-day supply.

You may get your drugs at preferred or standard network retail pharmacies or preferred mail order pharmacies. Your prescription drug copay will typically be less at a preferred network pharmacy because it has a preferred agreement with your plan.

You can get your prescription from an out-ofnetwork pharmacy, but you may pay more than you would pay at an in-network pharmacy. If you reside in a long-term care facility, you would pay the standard retail cost-sharing at an in-network pharmacy.

# **Coverage Gap**

Most Medicare prescription drug plans have a Coverage Gap (also called the Donut Hole). This means there is a temporary change in what you will pay for your Part D drugs. The Coverage Gap begins after your total yearly prescription drug costs (including what a Part D plan has paid and what you have paid) reach **\$5,030**. Not everyone will enter the Coverage Gap. After you enter the Coverage Gap, you pay a maximum of **25%** of the plan's cost for covered brand name drugs and covered generic drugs until your costs total **\$8,000**, which is the end of the Coverage Gap.

This plan offers some additional prescription drug coverage for Tier I and Tier 2 drugs in the Coverage Gap. See the table below to find out how much you will pay.

### **Catastrophic Coverage**

You qualify for the Catastrophic Coverage Stage when your out-of-pocket costs have reached the **\$8,000** limit for the calendar year. Once you are in the Catastrophic Coverage Stage, you will pay **\$0** for all covered Part D drugs through the end of the calendar year.

		Mail Order Cost-Sharing		Retail Cost-Sharing	
Tier	Supply	Preferred	Standard	Preferred	Standard
<b>Tier I</b> Preferred Generic Drugs	30-day	\$O	\$10	\$O	\$10
	60-day	\$O	\$20	\$O	\$20
	90-day	\$O	\$30	\$O	\$30
<b>Tier 2</b> Generic Drugs	30-day	\$5	\$20	\$5	\$20
	60-day	\$10	\$40	\$10	\$40
	90-day	\$O	\$60	\$IO	\$60

### What You Pay for Insulin

- > You won't pay more than \$35 for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it's on.
- > If your insulin is on a tier where cost-sharing is lower than \$35, you will pay the lower cost for your insulin.
- > If your plan has a Part D deductible, the above will apply even if you haven't paid your deductible.

Select benefits may not be available in all service areas without a monthly premium. Some plans may include these benefits under the monthly premium. Benefits, features, and/or devices vary by plan/service area. Limitations, exclusions, and restrictions may apply. Contact the plan for more information.

Benefits, premiums, and/or copayments/coinsurance may change on January I of each year. You must continue to pay your Medicare Part B premium. Individuals may enroll in a plan only during specific times of the year and must have Medicare Parts A and B.

You must be clinically diagnosed with diabetes to be eligible for the Cigna Achieve Medicare (HMO C-SNP) plan.

Out-of-network/non-contracted providers are under no obligation to treat plan members except in emergency situations. Please call our Customer Service number or see your *Evidence of Coverage* for more information, including the cost-sharing that applies to out-of-network services.

Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group. The Cigna names, logos, and marks, including THE CIGNA GROUP and CIGNA HEALTHCARE, are owned by Cigna Intellectual Property, Inc.

To file a marketing complaint, contact Cigna Healthcare at the Customer Service number below or call **I-800-MEDICARE** (24 hours a day/7 days a week). Please include the agent/broker name if possible.

Subsidiaries of The Cigna Group contract with Medicare to offer Medicare Advantage HMO and PPO plans and Part D Prescription Drug Plans (PDPs) in select states and with select state Medicaid programs. Enrollment in a Cigna Healthcare product depends on contract renewal.

You must live in the plan's service area to enroll in a Cigna Healthcare Medicare Advantage plan. Prior authorization and/or referrals are required for certain services. This information is not a complete description of benefits. Benefits vary by plan.

Call Customer Service at **I-800-627-7534 (TTY 7II)**, 8 a.m. to 8 p.m. local time: 7 days a week, October – March; and Monday – Friday, April – September. Our automated phone system may answer your call during weekends, holidays, and after hours.

Cigna Achieve Medicare (HMO C-SNP) H0354-027